



# Pogo><sup>®</sup> User Guide

for iPhone<sup>®</sup>, iPad<sup>®</sup> and iPod touch<sup>®</sup>



## Introduction to Pogo>

This document provides detailed information on how best to use the Pogo>® application to benefit your business. The intention is to convey all the necessary information about Pogo> to get you up and running and accepting credit and debit card payments. Please take the time to read this carefully to ensure that you maximise the benefits and potential of Pogo>.

### What is Pogo>

Pogo> provides a simple and low cost solution for small to medium sized businesses to accept card payments anywhere/anytime using a smartphone or tablet device.

### What can Pogo> offer to your business?

- Quick, secure and reliable credit and debit card payment acceptance
- Funding received within a few days
- Compact, robust design and long battery life
- Free online account management and support materials

### Sign up today!

Simply complete our [online application form](#) to start taking card payments.

For more information, visit [pogopayments.co.uk](http://pogopayments.co.uk)

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## Downloading & Installing the Pogo> App

Once you have registered as a Pogo> Merchant, you can download the Pogo> App from the App Store<sup>SM</sup>. Select the App store from your devices home screen and proceed to download the application.

## Supported Versions

The supported iPhone Operating Systems for Pogo> are versions 7.0 and above.

NOTE: There are known issues related to Bluetooth connectivity for iOS version 7.1.2. Please check your iOS version and if its 7.1.2, we would highly recommend updating the iOS version of your device.

## Activation & Sign In to the Pogo> App

Search for the Pogo> App in the iOS application menu, click on the App and enter your username and password. If you have forgotten your password select the "lost password" option from the log in screen and call the number presented on the screen.



- To start the Pogo> App, press the Pogo> App Icon

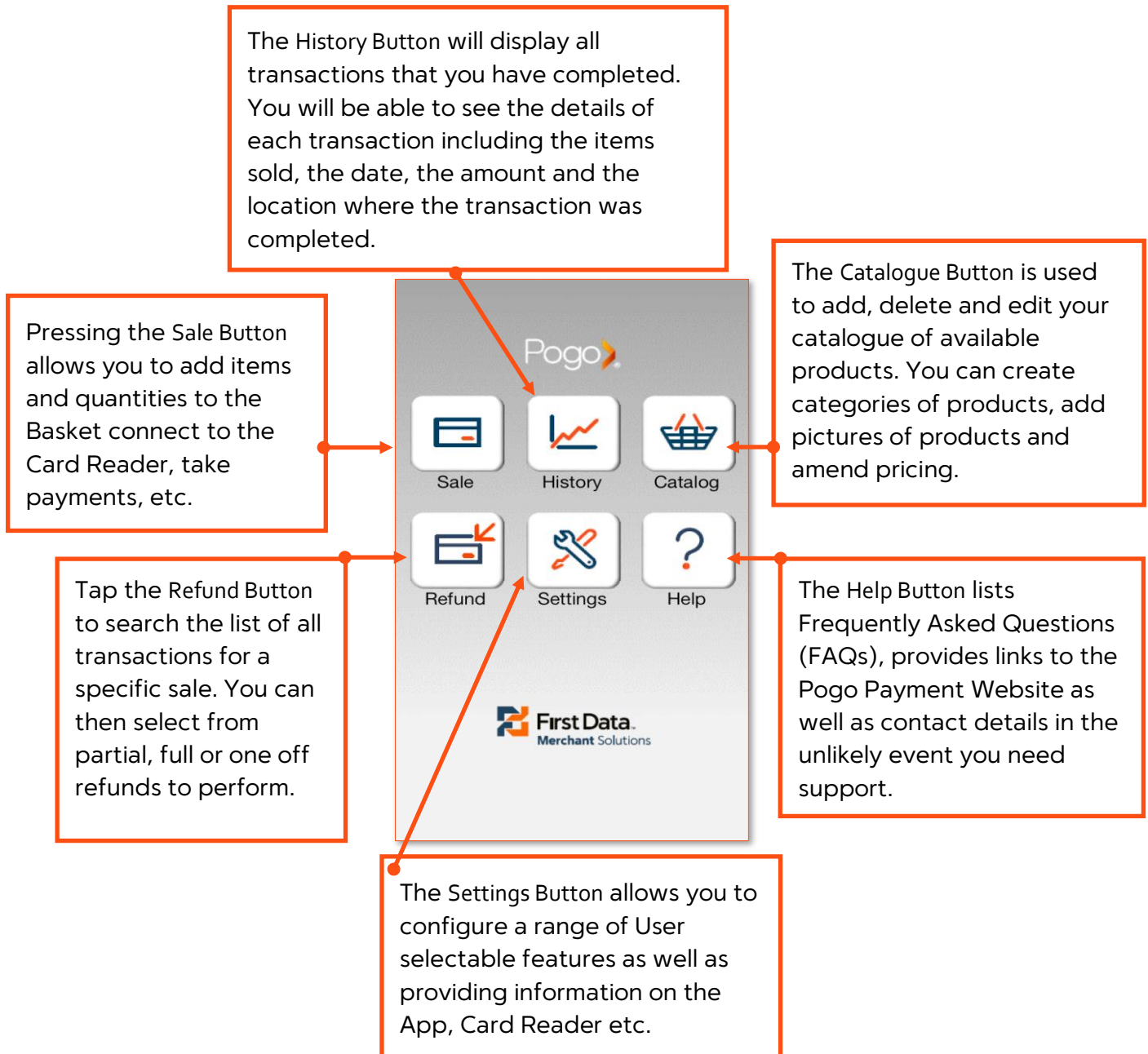


- The Pogo> splash screen will be displayed

## Navigating the Pogo> App

### Main Menu

The Main Menu Screen shows all of the options available within the Pogo> application. Press any App Icon to access that specific area of the Pogo> application.



Once you have selected a menu, you can return to the previous menu by simply tapping the Pogo> Icon located at the left-hand side of the navigation bar at the top of each menu screen.

## Card Reader Setup

### Turning on the Card Reader

To switch on your Card Reader, make sure that the Card Reader has been fully charged, you will find the Power On/Off button located on the left-hand side of the Card Reader (it's the small black button set into the case).



The Reader will go to 'sleep' when not in use to preserve battery and can be 'woken' by pressing the button with the green tick located on the right-hand side of the keypad.

### Pairing Devices

For first time use, you will need to connect the card reader to the Pogo App via pairing and using Bluetooth™.



To make the initial connection follow these steps:

1. To connect your handset and/or tablet via Bluetooth® to the card reader, turn on the card reader and wait for the Bluetooth® symbol to start flashing. Select the card reader name and pair from the list of local devices on your handset. Then press the green tick on your card reader to complete the process.
2. All done - you're now ready to start taking card payments!
3. When you transact for the first time, your mobile device and card reader will automatically synchronise by "remote key injection" to secure connections from your card reader to the payment networks.

You will only need to do this **once** as the Card Reader and your phone/tablet will remember the connection. When taking a payment from the Sale Screen, the Pogo App will restart this connection each time it is needed.

Before taking your first customer payment, we recommend that you perform some test transactions and refunds so that "remote key injection" is performed and you become familiar with the steps involved in using your Pogo device.

## Catalogue Screen

### Adding Products to the Catalogue

The Pogo application enables you to store information about your products within the catalogue such as: description, price, photos and the product barcode.

## Sale Screen

### Adding Items to the Basket

You can click and search for the name of a particular product in your catalogue in the sale screen by clicking on "Add Item" and selecting the item that you want to add.



- Press the "Add Item" button to enter more Items to the basket

## One-off Transaction

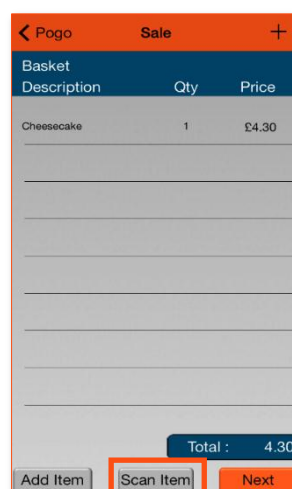
A “one-off transaction” is for a product that is not currently in your catalogue. You can access one-time payment on the upper right-hand side of the sale screen, enter the product description and price and accept the payment from your customer.



- Tap the + symbol in the top right-hand side of the navigation bar to add one-off Items to the basket

## Adding Items to the Basket with the Scanner

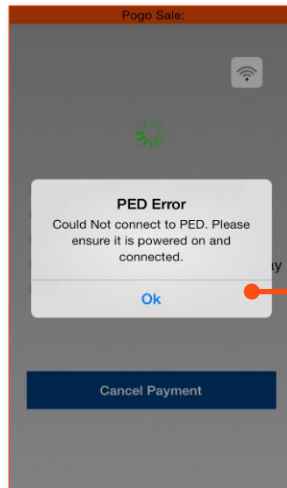
Pogo> will ask you to add an item to the catalogue before adding it to the basket if the item is not in the basket prior to being scanned.



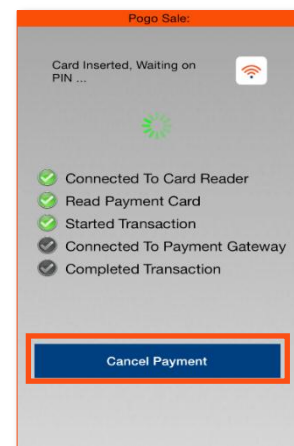
- To add a product to the basket using the scan function simply press the “Scan Item” button and the barcode scanner will be activated



## Take a Payment



- Once you have built the basket select the "Next" option, the Pogo> App will automatically connect to the Card Reader
- If the Card Reader has been powered-off, please use the On/Off button located on the side of the Card Reader to turn it on

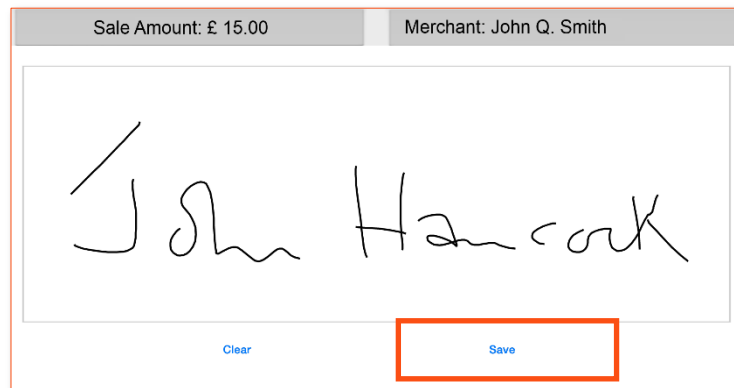


- If the Card Reader is in sleep mode, simply push the green tick button on the Card Reader to wake the reader up ready for payment
- Hand the Card Reader to the customer. The customer will be prompted to insert their card and enter their PIN
- The Pogo> App will track the processing steps; you can cancel the payment at any time by pressing the "Cancel Payment" button at the bottom of the screen

## Swipe & Signature

If a card cannot be read, the cardholder will be prompted to remove and re-insert their card. Should the card fail to read x3 times, the Pogo App will ask you to swipe the cardholders card in the swipe reader located at the top of the Card Reader\*.

\*Swipe reader



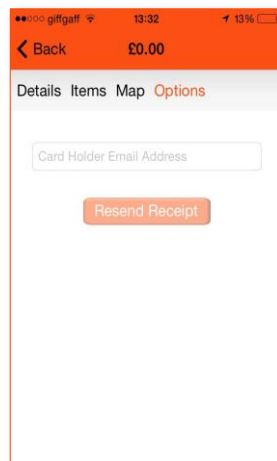
- Swipe the card through the swipe reader at the top of the Pogo Card Reader
- The signature screen will appear on your mobile device and the Pogo App will prompt you to hand the mobile device to the cardholder. Advise the customer to sign using their finger and click "Save" to proceed

## Receipts

Once a payment has been made, you can send an electronic receipt to the customer by using the “Would you like a receipt?” functionality which appears after the payment has been approved.

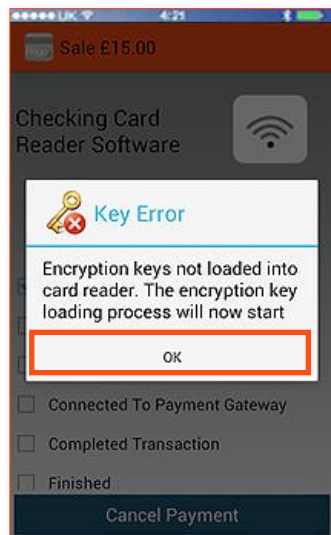
Simply enter your customer’s email address and select “Yes” and then click “OK” to continue.

If a customer requests a receipt after the payment has been completed, go into the “History” menu, search for the specific transaction, select the “Details” option and input the customer’s email address. This can also be found in the “Refund” screen of the Pogo> App.



## Remote Key Injection

During a payment, checks are run for valid security keys within the Card Reader. In the unlikely event of problems with the keys you will see the message below. The following process is automatic and you will only be prompted to select "OK" to proceed.



- If the encryption keys are not loaded this message will be displayed. Select "OK" to proceed and the Card Reader will automatically retrieve the keys

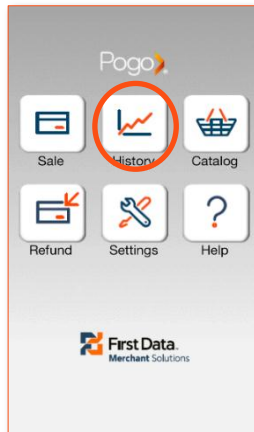


- Once the keys have been retrieved select "OK" and you will be taken back to the payment processing screen

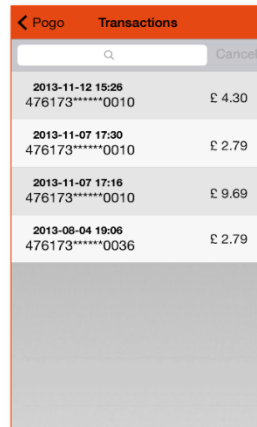
## History

### Transaction History

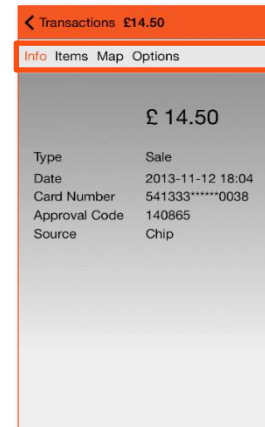
All transactions are stored within the Pogo App and can be reviewed by selecting the "History" button on the Main Menu screen.



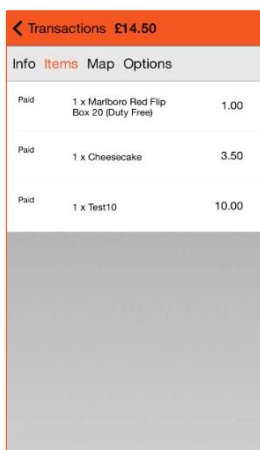
- Select the "History" button on the Main Menu screen



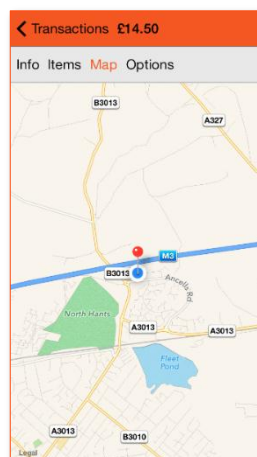
- All transactions will be listed here. To search for a specific customer transaction, simply enter the last four digits of their card



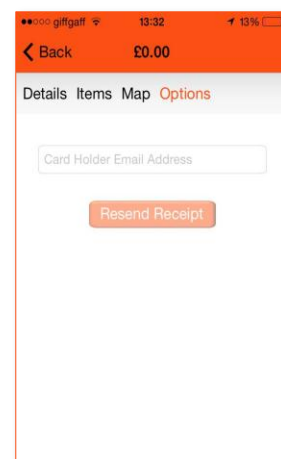
- Once you have selected a specific transaction, you can view detailed information about the transaction by selecting one of the options at the top of the screen



- By selecting the "Items" option, a list detailing each item in that specific transaction is listed



- The Pogo App uses Geo-tagging which shows the location where the transaction took place



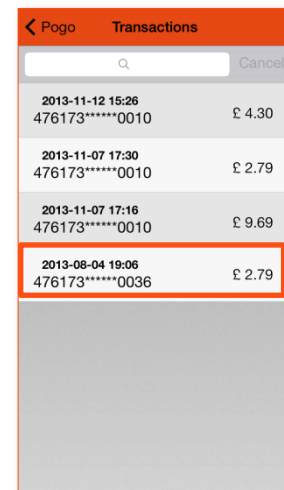
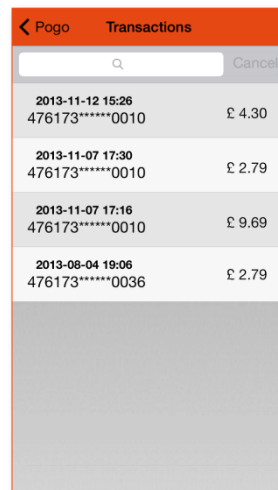
- You can resend the receipt to the merchant by using "Options" in the "History" screen

## Refund Screen

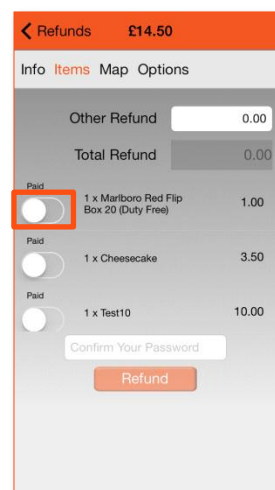
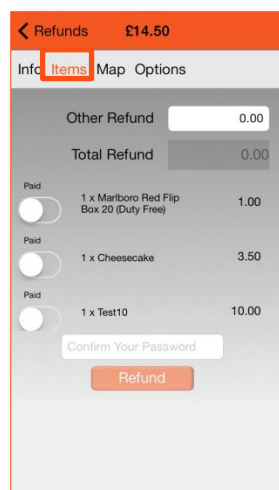
### Issue Refund - Card Present

A specific card can be found by swiping the card magnetic stripe through the Card Reader. This will search for all transactions associated with that card.

\*Swipe reader



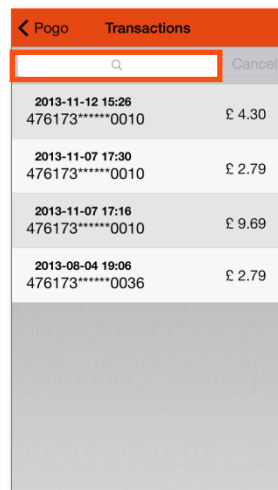
- Swipe the customers card used for the purchase through the Pogo> Card Reader
- All transactions processed via that card will then be displayed on the Pogo> App
- To start a refund tap on the specific transaction to show the transaction details



- Tap on the "Items" option to show all products within the transaction
- Tap here to refund the transaction

## Issue Refund - Card Not Present

Go to the "Refund" screen and search by date, order ID or amount for the specific transaction to be refunded. Once the transaction has been found, click on the transaction and select the "Items" menu to refund any of the items from the original basket.

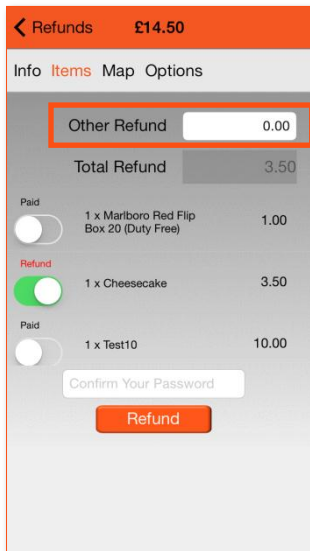


Pogo Transactions	
2013-11-12 15:26 476173*****0010	£ 4.30
2013-11-07 17:30 476173*****0010	£ 2.79
2013-11-07 17:16 476173*****0010	£ 9.69
2013-08-04 19:06 476173*****0036	£ 2.79

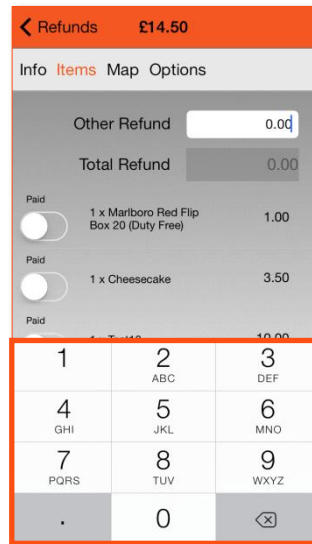
- All transactions processed via that card will then be displayed on the Pogo> App

## Other Refund

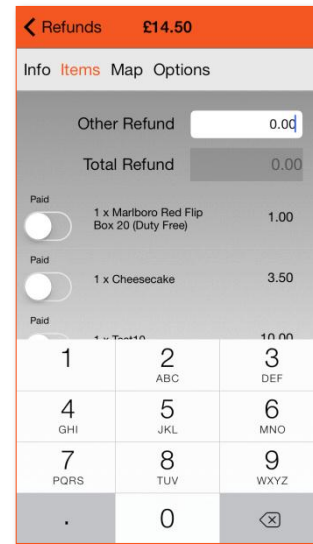
Rather than refunding a specific item from a transaction, you can refund a specific amount. You cannot enter an amount that exceeds the original transaction amount.



- Select the "Other Refund" option



- The device keypad will be displayed

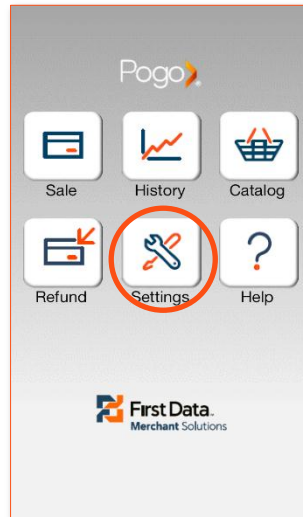


- Enter the amount you wish to refund. You will be prompted to enter your password to confirm the refund



## Settings Screen

To access the "Settings" Menu, select the "Settings" button on the Main Menu screen.



- Select the "Settings" option from the Main Menu. To turn on/off any setting select the check box

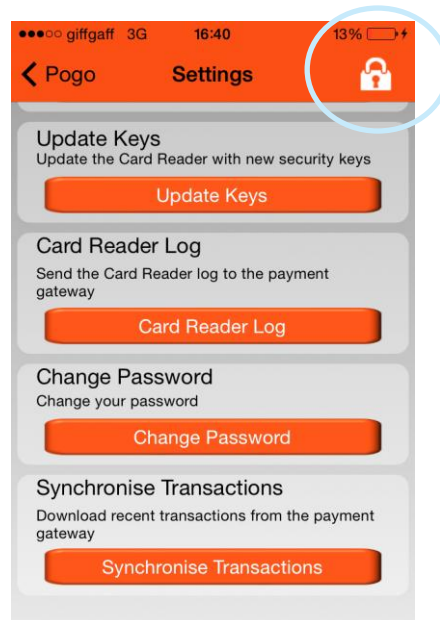
To access the "Application Settings" Menu, select the "Settings" button on the Main Menu screen and scroll down to the "Application Settings" section. Information in this section is non-configurable and used for support services - you may be asked to provide these details when speaking to our Merchant Support Services.

## Device Settings

To access the "Device Settings" Menu, select the "Settings" button on the Main Menu screen and scroll down to "Device Settings".

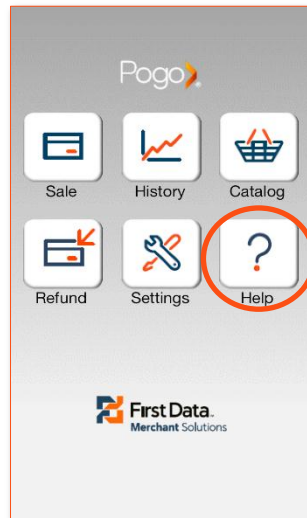
## Sign Out

In order to Sign Out of the Pogo App, you will need to click on the upper right hand corner padlock on the screen.



## Help Screen

To access the "Help" Menu, select the "Help" button on the Main Menu screen.



- Tap on the "Help" button to access a range of Frequently Asked Questions (FAQs)

## Transaction Synchronisation

If you change your device or delete the Pogo App from your phone, in order to recover your transaction history, you will need to perform a transaction synchronisation.

The transaction synchronisation will bring back all past transactions made with Pogo, both in the "History" and "Refund" screens.

Transaction synchronisation will be seamlessly performed for you if you are using Wifi as the default connection when accessing the application.

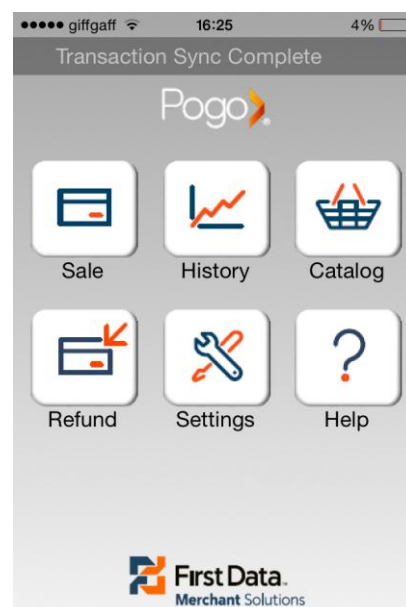
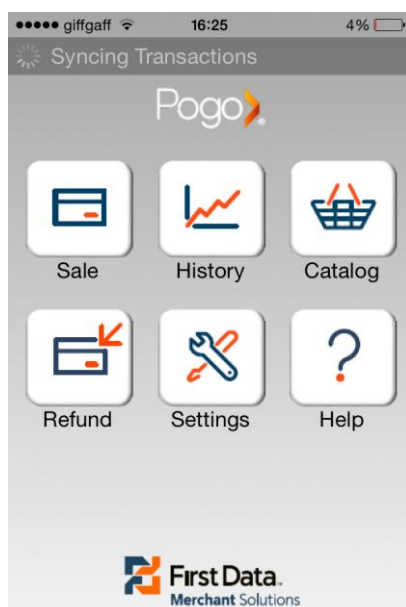
If you are on 3G connection, transaction sync will need to be manually performed through the "Settings" Menu.

**NOTE:** If you are installing the App on a new device, you will need to [do a certificate reset on the online account](#) in order to gain access.

**NOTE2:** Transaction synchronisation will bring back the list of transactions and detail regarding each of the transactions, but will NOT bring back each of the items associated to the transaction or the location associated to the transaction.

### Transaction Sync – WIFI Connection

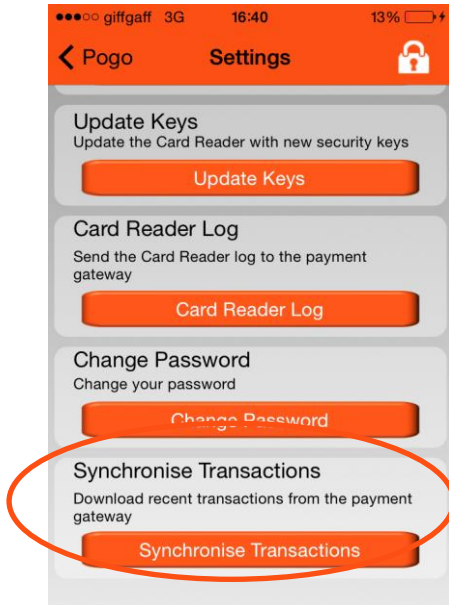
If you are on Wifi when installing the App, all transactions will be seamlessly updated on your Pogo application. Two notifications will be displayed while the process is taking place:



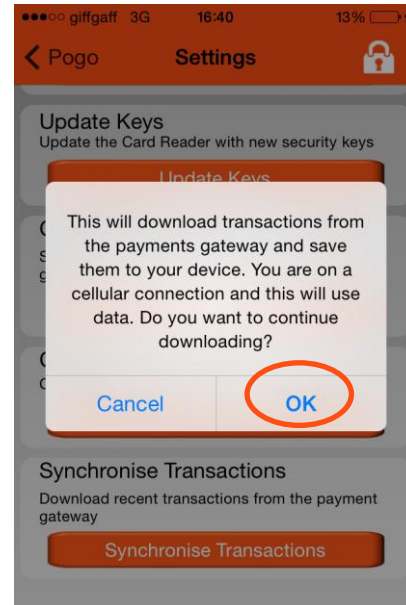
- On Wifi transaction synchronisation starts seamlessly and you will see the message "Syncing Transactions" on the screen
- Once all transactions are downloaded, a message stating "Transactions have been synced" will be presented

## Transaction Sync – Mobile Data Connection

If you are not on Wifi when installing the App, the transactions will not synchronise automatically and you will need to manually activate the synchronisation of the transactions. In order to synchronise transactions, you will need to go to “Settings” and click “Accept” to continue with the process using your data connection.



- Select “Synchronise Transactions” in the “Settings” Menu

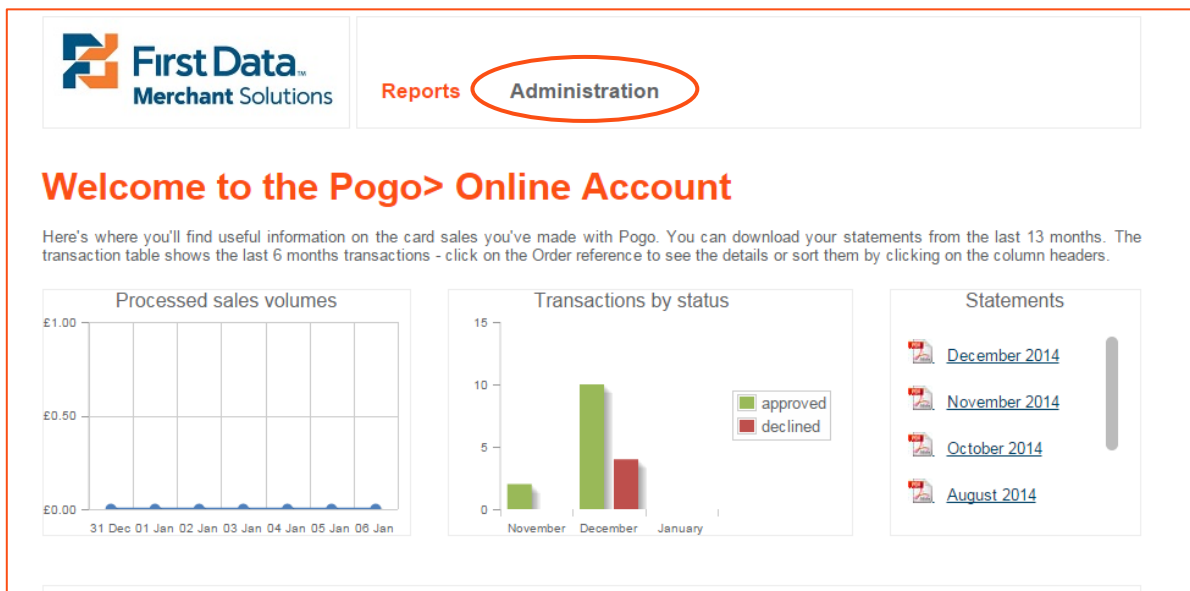


- Accept the usage of your mobile data to download transactions

## Appendix A: Certificate Reset on the Online Account

When a new device is used for Pogo, you will need to access the online account and perform a certificate reset in order to enable Pogo to grant you access to the App on the new device.

Access your online account, and click on "Administration" in the dashboard.



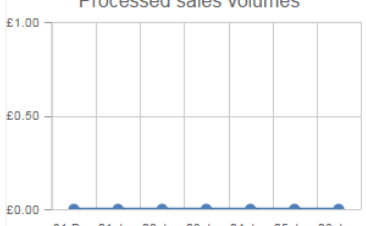
**First Data Merchant Solutions**

Reports **Administration**

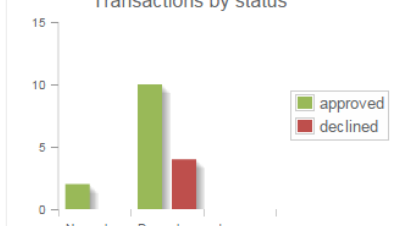
### Welcome to the Pogo> Online Account

Here's where you'll find useful information on the card sales you've made with Pogo. You can download your statements from the last 13 months. The transaction table shows the last 6 months transactions - click on the Order reference to see the details or sort them by clicking on the column headers.

Processed sales volumes



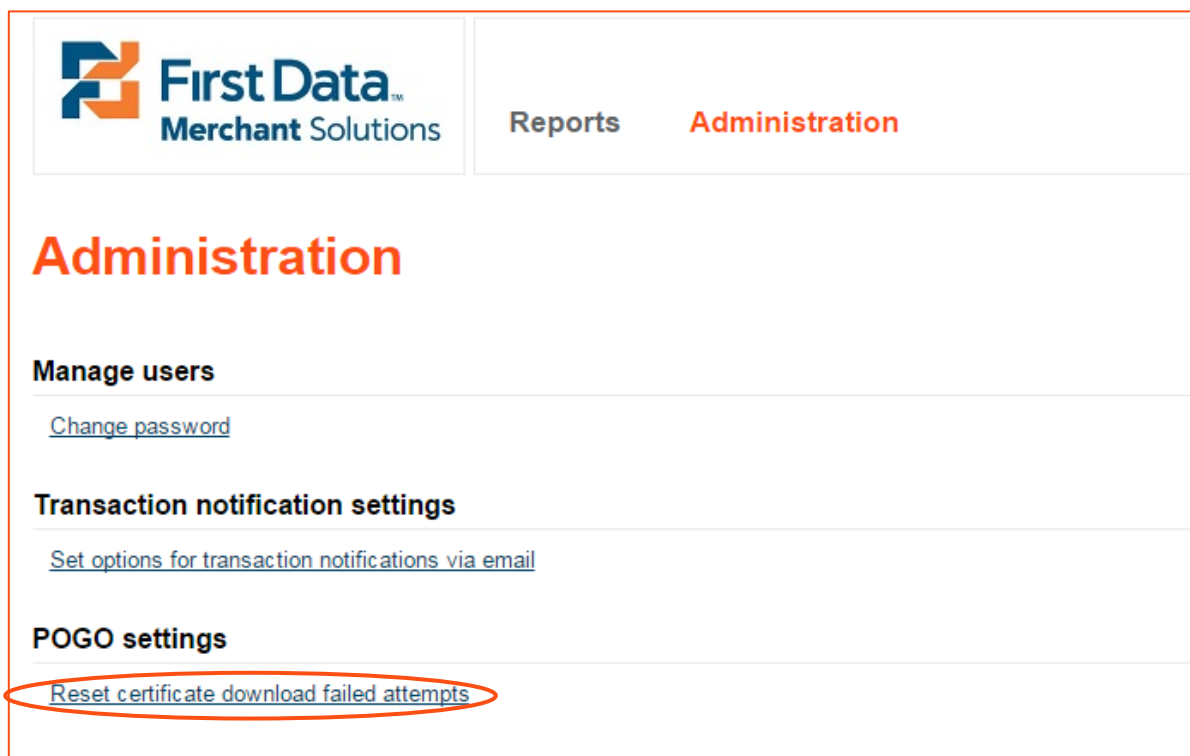
Transactions by status



Statements

- [December 2014](#)
- [November 2014](#)
- [October 2014](#)
- [August 2014](#)

Once you reach the "Administration" Menu, click on "Reset certificate download failed attempts".



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Reports **Administration**

## Administration

**Manage users**

[Change password](#)


**Transaction notification settings**

[Set options for transaction notifications via email](#)

**POGO settings**

[Reset certificate download failed attempts](#)

Click on “Reset” to download the certificate to the new device being used. This also applies if the App has been deleted from the device and installed again.



[Reports](#)
[Administration](#)

## POGO settings

The certificate download page used by the mobile application can be locked in these cases

- because of multiple failed authentication attempts
- because the certificate has already been successfully downloaded


By resetting you will enable the mobile application download the certificate again.

### Reset certificates download page

Failed attempts of downloading certificate:	1
Merchant eligible to download certificate:	<input type="checkbox"/>

[Back](#)
[Reset](#)

Once complete, a successful message will appear on your online account.



[Reports](#)
[Administration](#)

## POGO settings

The certificate download page used by the mobile application can be locked in these cases

- because of multiple failed authentication attempts
- because the certificate has already been successfully downloaded

By resetting you will enable the mobile application download the certificate again.

**The Process has finished successfully!**

### Reset certificates download page

Failed attempts of downloading certificate:	0
Merchant eligible to download certificate:	<input checked="" type="checkbox"/>

[Back](#)
[Reset](#)